Business Communications Manager 3.7 Documentation Update

Business Communications Manager

Welcome to Business Communications Manager 3.7, the unified communications solution that gives you an edge on your competition.

The Business Communications Manager 3.7 documentation is on the Business Communications Manager 3.7 Documentation CD-ROM. This CD-ROM is in your Business Communications Manager 3.7 kit.

To view the documentation:

1. Insert the Business Communications Manager 3.7 Documentation CD-ROM into the CD-ROM drive of your computer.
2. Double-click the **My Computer** icon.
3. Double-click the CD-ROM icon.
4. Double-click **Start.pdf**.

This document provides last-minute changes to the Business Communications Manager 3.7 documentation.

BCM200/400 Installation and Maintenance Guide

Page 87, Analog media bay modules

The GASM8 is designated as an ONS (on-premise station) port.

Page 87, Analog media bay modules

The information on regional availability is modified:

The ASM8 is available in North America only; the ASM8+ and GASM8 are available in North America, the United Kingdom, Australia, and Poland.

Page 95, 7406 digital phone system components

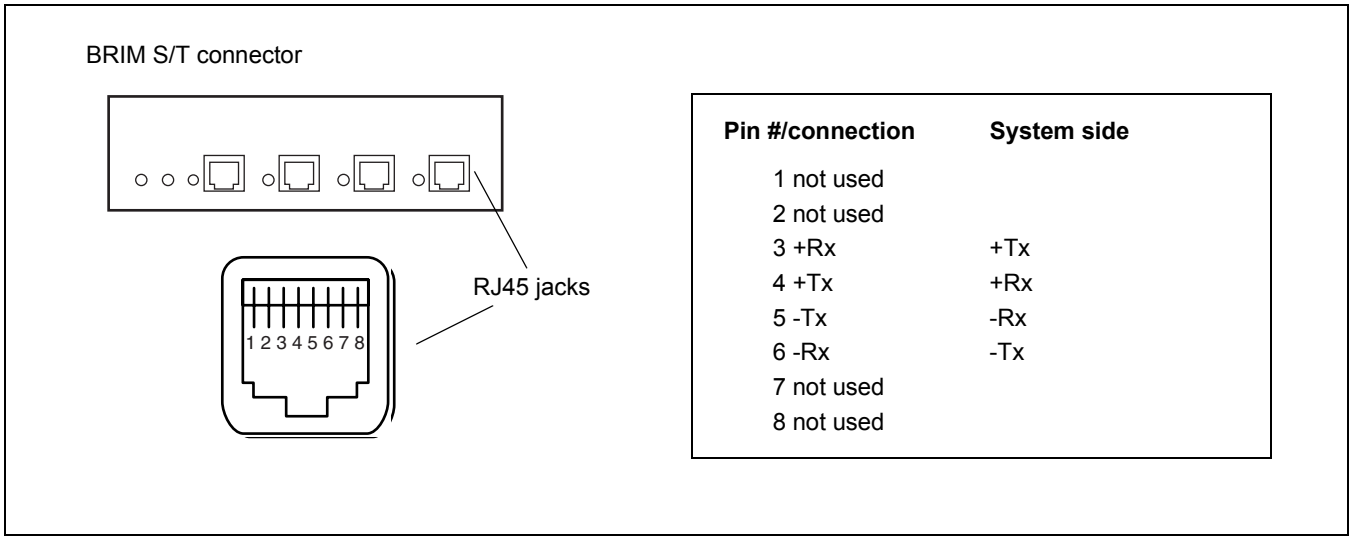
The second bullet, "**Portable handsets:** based on T316 functionality, including six line buttons and a two-line display,"

should be, "**Portable handsets:** based on T7316 functionality, including six line buttons and a two-line display."

Page 164, Connect the media bay modules to service providers

In Figure 80, the pinout diagram is changed.

Figure 80 BRIM S/T RJ45 wiring array



Page 327, Analog media bay modules

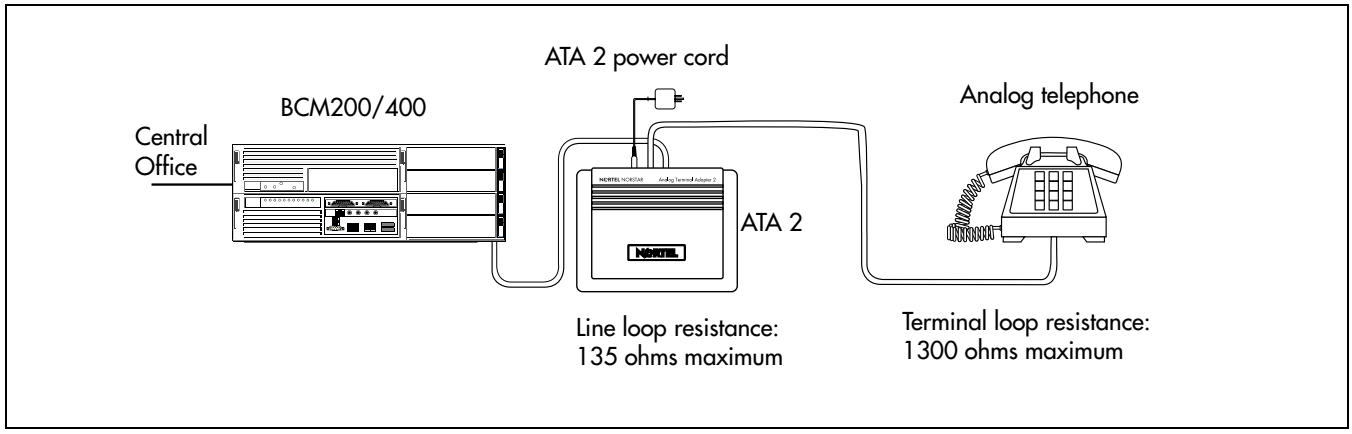
The sentence, "The ATA2 provides on-premise service only (unexposed plant only),"

should be, "The ATA2 is designated as either an ONS (on-premise station) or an OPS (off-premise station) port."

Page 329, Connecting an analog telephone

In Figure 183, the label "BCM1000" is changed to "BCM200/400".

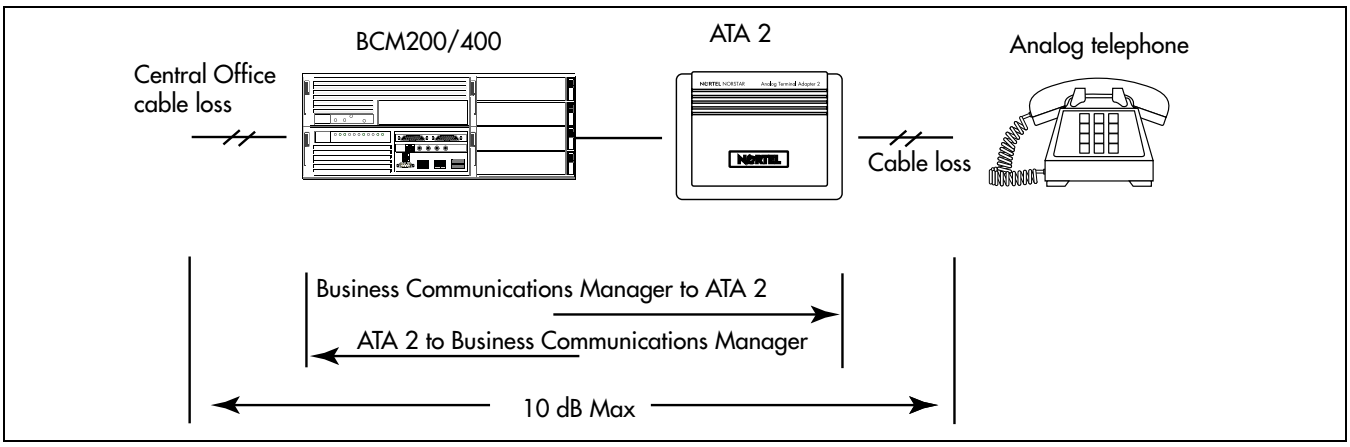
Figure 183 Analog telephone installation overview



Page 333, Testing insertion loss measurement

In Figure 188, the label "BCM1000" should be "BCM200/400".

Figure 188 Insertion loss from the CO to the analog telephone



Call Center Agent Guide

Page 14, Install Analog Terminal Adapters (ATA)

New information on the WLAN Handset 2210/2211 is added to this section.

How Automatic Answer works depends on what type of telephones your call center uses.

WLAN Handset 2210/2211: There are two ways to set up the WLAN Handset 2210/2211 for the Automatic Answer feature in a Call Center environment:

- Place the WLAN Handset in the active (idle) state. When the call is received by the WLAN Handset, the handset automatically switches to the active (off-hook) state and the call proceeds as normal. **Note**: In the active (idle) state, WLAN Handset power consumption increases, which causes a decrease in the life of the battery (the time before a recharge is required). The handset is not normally left in the active (idle) state except for special situations.
- Place the WLAN Handset in the standby state. When the call is received by the WLAN Handset, the handset automatically answers the call, but cannot maintain the call. You must press the **Power on/Start Call** key before the call is dropped (after about 5 seconds) to maintain the call. If you do not press the **Power on/Start Call** key in time, the call is dropped.

The user must end every call by pressing the **Power off/End Call** key to release the system resources.

Call Center Supervisor Guide

Page 17, Automatic Answer

New information on the WLAN Handset 2210/2211 is added to this section.

How Automatic Answer works depends on what type of telephones your call center uses.

WLAN Handset 2210/2211: There are two ways to set up the WLAN Handset 2210/2211 for the Automatic Answer feature in a Call Center environment:

- Place the WLAN Handset in the active (idle) state. When the call is received by the WLAN Handset, the handset automatically switches to the active (off-hook) state and the call proceeds as normal. **Note**: In the active (idle) state, WLAN Handset power consumption increases, which causes a decrease in the life of the battery (the time before a recharge is required). The handset is not normally left in the active (idle) state except for special situations.

- Place the WLAN Handset in the standby state. When the call is received by the WLAN Handset, the handset automatically answers the call, but cannot maintain the call. You must press the **Power on/Start Call** key before the call is dropped (after about 5 seconds) to maintain the call. If you do not press the **Power on/Start Call** key in time, the call is dropped.

The user must end every call by pressing the **Power off/End Call** key to release the system resources.

Call Detail Recording System Administration Guide

Page 17, Configuring Call Detail Recording

The Business Communications Manager collects many different kinds of information for Call Detail Recording data files:

- date and time of external calls
- Hunt Group usage statistics
- Custom Call Routing (CCR) tree reports
- mailbox activity reports

For detailed information on the reports, refer to the *CallPilot Manager Set Up and Operation Guide.*

CallPilot Manager Set Up and Operation Guide

Page 30, Park and Page

Mailbox Park and Page for a subscriber voice mailbox is supported on BCM50 only. It is not supported on any other release of Business Communications Manager.

CallPilot Reference Guide

Page 13, Mailbox Park and Page

Mailbox Park and Page for a subscriber voice mailbox is supported on BCM50 only. It is not supported on any other release of Business Communications Manager.

Page 29, Types of mailbox greetings

Mailbox Park and Page for a subscriber voice mailbox is supported on BCM50 only. It is not supported on any other release of Business Communications Manager.

Nortel Digital Mobility System Installation and Configuration Guide

Page 121, DMC Feature list

With the DMC Feature list, subscribers can select frequently used system features from their handset. Subscribers can press the **Feature** key and scroll through a list of system features on their handset display. When they see the feature they want to use, they can press the soft key or enter the Feature Code for it.

The Digital Mobility Controller (DMC) Feature list allows you to arrange the order of the features that appear as soft keys on a Digital Mobility handset. This is a system-wide feature that allows users to access frequently used features.

The following features are available in the following default positions:

- Position 1: PARK (Call Park F74)
- Position 2: PAGE (General Page F60)

- Position 3: VM (Voicemail login F981)
- Position 4: CFAC (Call Forward All Calls F4)
- Position 5: PKUP (Group Pickup F76)

There are two ways to change the order of the features in the DMC Feature list:

- using the feature key on the handset
- using the Norstar Remote Utilities interface through the OAM port

Arranging the DMC Feature list using the handset

Use the following commands to program the order of the features in the DMC Feature list:

NEXT	Displays the next feature in the list.
CANCL	Returns to the previous prompt.
OK	Confirms the selected action.
ADD	Allows the user to add features that are not currently assigned to the list.
MOVE	Allows the user to change the order in which features are displayed.
REMOVE	Removes a feature from the list.

To arrange the features using the handset:

1. Press the **feature** button on the handset.
   The first item in the DMC Feature list appears.
2. Use **NEXT** to scroll to the list item that you want to change.
3. Do one of the following:
   - Move the selected item to another position in the DMC Feature list:
     a. Select **MOVE**.
     b. Scroll to the position where you want the feature to appear.
     c. Select **OK**.
        The feature currently in that position will swap positions with the newly identified feature.
   - Remove the selected item from the DMC Feature list:
     a. Select **REMOVE**.
        The feature in the selected position will be removed.
   - Add a feature to the DMC Feature list:
     a. Select **ADD**.
        The first item in the list of unassigned features appears.
     b. Use **NEXT** to scroll to the list item that you want to add.
     c. Select **OK**.
        The selected item will be added to the DMC Feature list.
4. Repeat until the features are in the desired order.

Arranging the DMC Feature list using Unified Manager for BCM 3.7

To arrange the DMC Feature list using Unified Manager:

1. Select **Services > Telephony Services > General settings > Feature settings > DMC feat list**.
2. Use the drop-down lists to assign a feature to each of the five positions. Select **None** from the drop-down list to leave a position blank.

Nortel Network Call Center Set Up and Operation Guide

Page 248, Automatic Answer

New information on the WLAN Handset 2210/2211 is added to this section.

How Automatic Answer works depends on what type of telephones your call center uses.

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- Place the WLAN Handset in the active (idle) state. When the call is received by the WLAN Handset, the handset automatically switches to the active (off-hook) state and the call proceeds as normal. **Note**: In the active (idle) state, WLAN Handset power consumption increases, which causes a decrease in the life of the battery (the time before a recharge is required). The handset is not normally left in the active (idle) state except for special situations.
- Place the WLAN Handset in the standby state. When the call is received by the WLAN Handset, the handset automatically answers the call, but it cannot maintain the call. You must press the **Power on/Start Call** key before the call is dropped (after about 5 seconds) to maintain the call. If you do not press the **Power on/Start Call** key in time, the call is dropped.

The user must end every call by pressing the **Power off/End Call** key to release the system resources.

SRG Configuration Guide

Pages 21, 67, 68, 70, 91, and 96, throughout document

This document should state throughout that SRG 1.0 supports the IP Phone 2001 (also known as i2001).

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